



JOB VACANCY POSTING

OPEN TO ALL APPLICANTS: July 8, 2016

POSTINGS:	0144-06 thru 0144-09	FULL/PART-TIME:	Part-Time
TITLE:	Customer Service Rep.	HRS. PER WEEK:	20
POSITION HIRING RATE:	\$13.71/hr.	SCHEDULE:	See Below
POSITION SALARY RANGE:	\$13.71 – \$22.07/hr.		
DEPARTMENT:	Operations		
WORKSITE LOCATION:	Call Center – Pompano Beach, FL		

CALL CENTER CUSTOMER SERVICE REPRESENTATIVE

Summary

The South Florida Regional Transportation Authority (SFRTA), a public transportation authority serving Miami-Dade, Broward and Palm Beach counties, is seeking professional and enthusiastic customer service representatives to work in our call center, located in Pompano Beach, FL.

Schedules

The following shifts are available. Applicants should indicate one (1) posting per application.

- Job Posting #0144-06: Monday thru Friday; 5 am to 9 am.
- Job Posting #0144-07: Monday thru Friday; 3:30 pm to 7:30 pm.
- Job Posting #0144-08: Saturday & Sunday; 6:45 am to 5:15 pm.
- Job Posting #0144-09: Sunday; 10:30 am to 2:30 pm, Monday & Friday; 10:30 am to 7 pm.

Responsibilities

- Answer inbound calls, which are routed through an Automatic Call Distribution (ACD) system, in a professional and courteous manner.
- Provide accurate information regarding schedules and fares, train status, connections, transit policies and procedures, trip planning and discount programs.
- Handle lost and found reports, group travel, customer feedbacks, (i.e., comments, compliments, complaints and requests), injury/incident reports, & station maintenance reports.
- Provide Smart Card transaction history and balance information and communicate business rules of the Smart Card as it relates to automated fare card system.

Qualifications/Skills

- Requires a professional demeanor and representation of the agency.
- Must use proper grammar and have excellent listening, data entry, verbal and written communication skills.
- Maintain a helpful, courteous attitude and excellent public relations skills.
- Must have the ability to remain composed, sympathetic and professional under distressing circumstances such as train delays or accidents.
- Bilingual (English/Spanish or English/Creole) is a plus.
- This position requires the ability to work with a personal computer in a Windows environment. Proficiency in Microsoft Outlook, Word & Excel, along with database entry (must possess/show the ability to learn/utilize other proprietary SFRTA software and programs).

Required Education/Experience

- High school degree or GED, *plus*
- At least two (2) years of customer service experience.

Preferred Education/Experience

- Some college (completion of one or more postsecondary courses).
- At least one (1) years' experience in a customer service role within a call center environment.

Benefits & Compensation

The South Florida Regional Transportation Authority offers a competitive salary and comprehensive benefits package. Benefits include:

- Paid holidays, vacation, sick and personal time.
- Health Insurance through the State of Florida – PPO or HMO.
- Participation in the Florida Retirement System (FRS).
- Employer paid life insurance.
- Ability to enroll & contribute to one of the State of Florida deferred compensation plans.
- Free train transportation on Tri-Rail; a savings of up to \$900/yr.

To Apply

SFRTA Employees must complete a Transfer Application Form and submit it along with a copy of most recent resume to the Human Resources Department. Transfer Applications are available on the SFRTA Intranet and the Human Resources Department. All others should e-mail an SFRTA Employment Application and resume, along with salary requirements, to jobs@sfrta.fl.gov, or fax to 954-653-9105 or mail to, M. David Trabal, Human Resources Manager, at 800 NW 33rd Street, Pompano Beach, FL 33064. Applications are available online at www.sfrta.fl.gov and must reference a posting number.

EOE/Smoke and Drug Free Workplace